

Frequently Asked Questions Concerning Installation Outprocessing

1. How do I start the clearing process?

A briefing is required to start the process. SGT and above (**No Chapters**) are authorized to take the online outprocessing brief. CPL and below must attend the classroom brief located in A111 of the Copeland Soldier Support Center at 1045 hours. It is a first come first served basis. Classroom briefs are conducted Monday – Thursdays only. Website for the online outprocessing brief is located at: http://www.hood.army.mil/dhr/iop_occb_main.aspx

(These are underscores and not spaces).

2. How soon can I take the online briefing or attend the classroom brief?

14 working days prior to the start of PTDY/PCS leave, Transition Leave or Separation date if you are not taking leave. The 14 working days are based on the III Corps Holiday Observance Calendar only. There is an online calendar for the online outprocessing brief. **There are no exceptions to the 14 working days.**

3. Can I still attend the classroom brief if I am above the rank of E-4?

Yes but only on a space available basis.

4. Where is the Central Clearance office located and what is the phone number?

The office is located in Bldg 18010(Copeland Center), RM A309. The phone numbers to the office are 254-287-4628 or 254-287-5992. **Messages left on the answering machine will be downloaded at the end of the duty day (1530 hours) and all phone calls returned NLT 0900 the next morning.**

5. What are the hours of operation?

The hours of operation are Mon thru Fri 0730 –1530. We close daily for lunch from 1115 – 1230 hours. We close at 1500 hours on the first Thursday of each month and all III Corps Training Holidays. **Phones are not answered during the lunch period.**

6. When will I know to pick up my Clearing Papers?

If utilizing the online brief, an email will be sent to you within 24 hours confirming receipt of your documents and the date you will receive your clearing papers. If attending the classroom brief you will receive your date to return for your clearing papers in the briefing. **If utilizing the online brief and you do not receive a confirmation email within 24 hours, please call the office to ensure your documents were received.**

7. What documents are required to bring to the classroom brief or submit online for my clearing process to start?

You are required to bring/submit a copy of your orders with all amendments, a signed and approved leave form and the data worksheet. If you do not have orders yet, you will be required to submit a memorandum signed by the Commander authorizing the clearing without orders. Data worksheets are provided in the classroom brief only. **PTDY can only be signed by an O-5 or above. If someone other than the O-5 signs, you must have the assumption of command orders with the leave form. If anyone signs for the Unit Commander on your DA 31, you will be required to**

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submit the assumption of command order also. If in a PCS status, your leave form must take you to the HRC established report date regardless of early report authorized.

8. How do I submit my clearing paper work?

You will be required to scan all documents and digitally send to the email address located at the bottom of the Online Outprocessing Data Work sheet. Mailbox address is: usarmy.hood.imcom-west.mbx.dhr-senior-outprocessing@mail.mil **This is not a secured mailbox so please remove all but the last 4 of your SSN on documents before sending. Soldiers attending the classroom brief will have their documents taken at the end of the briefing.**

9. What if I do not have access to a digital sender?

You may drop your clearing packet off in person but will be required to come back and pick up your clearing papers. The date and time will be provided when you drop your packet off.

10. What happens if my packet is incomplete or incorrect once submitted online?

You will receive an email informing you of the deficiencies and asked to correct and resend. You must resend the completed packet again as the mailbox has limited space. We cannot hold your documents for you.

11. What is the deadline to submit my documents?

All documents must be submitted not later than 1400 hours to be processed for that day. Documents received after 1400 hours will be processed the next duty day.

12) Why do I have to wait 2 working days to receive my Installation Clearing Papers?

Fort Hood utilizes a database called the Installation Support Module (ISM). This allows agencies that do pre-clearing to check their records to see if you need to see them. If not you will be pre-cleared by that agency. This prevents Soldiers from having to clear an agency unnecessarily.

13. What happens if I am not able to complete the brief 14 working days out?

Please call or come by the Central Clearance Facility so we can assist you.

14. How long do I get to clear?

In accordance with AR 600-8-101, Soldiers may be given a minimum of 3 working days but no more than 10 working days to clear the installation.

15. When can I final out/receive the Central Clearance stamp?

In accordance with AR 600-8-101, you will receive the green stamp 2 days prior to the start of leave or separation date. This date is also annotated in block 8 on the installation clearing papers.

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16. What documents are required for me to bring to receive the final out stamp?

- a. Copy of orders with all amendments.
- b. DA 31 (Leave Form with appropriate signatures)
- c. Installation and Unit Clearing Papers
- d. NCOs are required to have a copy of the NCOER or Letter of Lateness or the Memorandum stating they do not meet the qualifications for the NCOER. **(This is a requirement per the III Corps CSM and is not waiverable).**

17. What happens if I outprocess past the departure date in Block 8?

Clearing papers are good for 30 days past the departure date in block 8. After 30 days clearing papers must be re-issued. This is IAW AR 600-8-101.